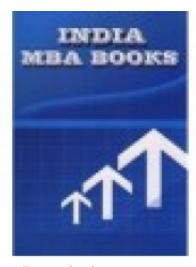
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Technology, Policies, Infrastructure, Training, Copyrights Consulting Funds, E-governance Models,

Model of Digital Governance, Wider Dissemination Model. UNIT-II

E governance Models: Critical Flow Model, Interactive-service model/Government to-Citizento- Government Model (G2C2G), Major areas of E-governance Services, Public Grievances: Telephone, Ration card, transportation, Rural services Land Records, Police: FIR registration, Lost and found, Social services: Death, domicile, school certificates, Public information: employment, hospitals, railway, Agricultural sector: Fertilizers,

Seeds, Utility payments Electricity, water, telephone, Commercial: income tax, custom duty, excise dutyGovernance Infrastructure.

UNIT-III

Phases of e-government: "Brochure ware", Interactive, and Transaction, Five Stages of Electronic Government Development, Statutes affecting e-government development, Human Infrastructural preparedness, Challenges for

E-governance.

UNIT-IV

Policies: National Telecom Reforms, National Telecom Policies NTPs, Regulations: Digital Divide and Digital Dividends, Development and rationale of regulation and, deregulation, Role of Telecom Regulatory Agencies - Telecom Regulatory Authority of India (TRAI) and ITU,

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